

Personnel & Administration NEWS

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UNSUNG HEROES OF PUBLIC SAFETY: THE DEPARTMENT'S RADIO COMMUNICATIONS TEAM

By Troy A. Eid

They are unsung heroes of public safety – scaling mountain peaks on snow-cat tractors in the dead of winter to keep Colorado's radio system running for law-enforcement dispatch, emergency medical response, search

and rescue, and other life-saving applications.

"They" are the radio communications experts from our Department's Colorado Government Technology Services (CGTS).



Aspens beckon along U.S. 550 – the Million Dollar Highway – on Coal Hill Pass looking South toward Durango.

Earlier this fall I was privileged to meet several of CGTS' Western Slope-based radio communications specialists during visits to La Plata and San Juan Counties in Southwestern Colorado. This team runs and maintains Colorado's microwave radio system. Law enforcement has long depended on this system as a foundation for

radio dispatch and other communications services in some of the most remote corners of our state.

Originally part of the old Colorado Department of Highways – back in the days when the Colorado State Patrol was also part of that department – what is now the CGTS radio team joined the Department of Administration in 1973 and has been with us ever since.

CGTS' **Ray Nelson**, who manages Colorado's statewide microwave system, graciously arranged for team members from Durango and Montrose to converge in Silverton. This was a particularly inspired idea on Ray's part given the breathtaking fall foliage in the San Juan Range. Ray, who lives in Weld County, was also traveling in the area on one of his many swings across the state.

See Microwave, p. 2.



I'm Second (not first) on the left followed by Ray Nelson, Gary Fresch, Tom Phelps, Dave Ebert and Steve Harp

Microwave, from p. 1.

As you can see from the map on page 4, Ray really gets around; Colorado's microwave system links the far corners of our state, traversing some of the most rugged and sparsely populated terrain in the continental United States. When he isn't somewhere on the road, Ray enjoys restoring vintage "street cars" (modernized antique automobiles) back at his home near Greeley.



Dave Ebert fixes the strobe lights on a Colorado State Patrol cruiser in our Department's Durango garage.

Ray and I met in Silverton for coffee and conversation at the 1880s-era Grand Imperial Hotel. Joining us were four other members of the CGTS microwave team:

- **David Ebert**, a second-generation employee of our Department who lives in Durango.
- **Gary Fresch**, a LaJunta native who likes to relax by driving his 1933 Buick near his home in Montrose.
- **Steve Harp**, the Department's July Employee of the Month, who is descended from one of Western Colorado's oldest pioneer families in the Meeker area and now lives in Montrose.
- **Tom Phelps**, whose ancestor Orange

Phelps was one the earliest recorded settlers in the Durango area.

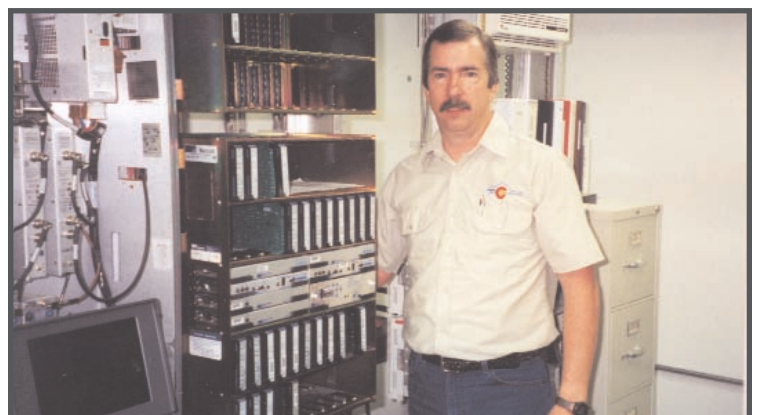
Our conversation covered many topics, including two major priorities for the Department: Digital Trunked Radio (DTR) and Colorado's Multi-Use Network (MNT).

DTR is the Department's ongoing project to provide a statewide digital radio system to link public safety officers statewide. The DTR project is especially promising because it is based on open technical standards. In other words, users can buy different kinds of hardware – radio sets, dispatch equipment and so on – from several vendors, all of which can then "interoperate" on the same 800 Megahertz digital radio network.

I enjoyed learning as the CGTS team discussed the future of DTR. As a member of the Governor's Columbine Review Commission, I had already heard about some of the problems that can ensue when law enforcement and other emergency responders can't communicate with each other on the same radio frequency. The near-absence of effective radio interoperability was a major impediment to securing Columbine High School on that terrible day of April 20, 1999.

In addition to being interoperable, DTR can support many new services, such as the ability to categorize and prioritize different groups of users, such as SWAT officers, within the same radio frequency during a crisis.

See *Microwave*, p. 3.



Tom Phelps commands the controls at our microwave base station in the CDOT Regional Building in Durango.

Microwave, from p. 2.

The CGTS team also discussed the future of the MNT – one of our Department’s most high-profile initiatives, linking every county seat in the state to reliable high-speed telecommunications and the Internet. On October 15th, the Department formally launched MNT service to 38 Colorado counties. By the end of 2003, we expect MNT to reach Silverton and other outlying areas of the state. This is no small achievement given that my cell phone didn’t work anywhere within 20 miles of Silverton except on one mountain pass high above the town.



My attempt at “inspecting” a snow-cat at the Durango garage. These cats -- and their dedicated CGTS crews -- keep public safety radios running.

The next day, Tom Phelps and Dave Ebert showed me around the Department’s operations in Durango. We visited with customers from the Colorado State Patrol (CSP) and the Colorado Department of Transportation (CDOT).

CDOT Regional Headquarters on the north side of Durango is home to our own Department’s microwave radio control station. Microwave is a line-of-sight technology, meaning that the transmission systems must be literally aimed at each other. Tom pointed out the Department’s microwave tower atop Smelter Mountain on the southern edge of the city and explained how he sends and receives signals from our home in the CDOT building.

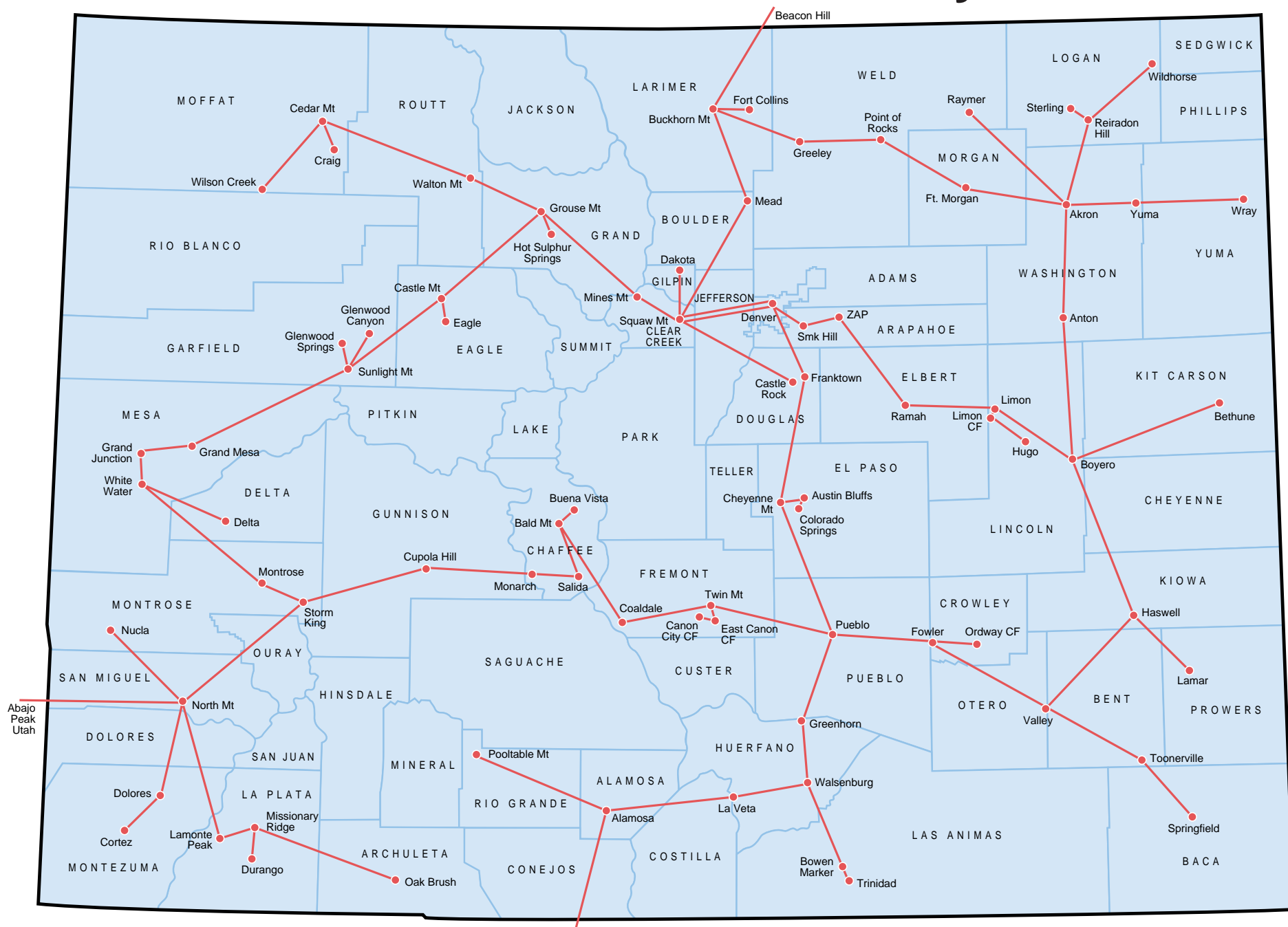
Tom and I then visited the Department’s radio shop, housed in a La Plata County Public Works garage and adjacent hanger. Dave was fixing the strobe lights on a CSP car parked in the garage when I arrived. Inside the hanger, the team was repairing radio equipment to support another CSP trooper.

After giving me the cook’s tour, Tom let me “inspect” one of the Department’s snow-cats – a flaming-orange “Imp” model built in the early 1970s.

CGTS microwave radio specialists use these tractors to maintain and repair mountaintop microwave equipment during the winter. Tom told me that in the case of one site north of Pagosa Springs, this involves driving nearly 20 miles over snow-clad mountain terrain. This can be dangerous work, so a pair of CGTS professionals – each trained in winter survival techniques – always travels on every snow-cat journey.

Colorado asks a great deal of our Department’s radio professionals. The next time you hear about a high-speed State Patrol highway chase, or read about a sheriff’s department efforts to apprehend a violent fugitive in the High Country, remember the radio experts at CGTS – and the other fine men and women of our Department who support them. They work behind the scenes, in all kinds of weather, to help make Colorado a safer place to live, work and raise a family.

Colorado Microwave Radio System



GREETING FROM OUR DEPARTMENT DEPUTY EXECUTIVE DIRECTOR, PAUL FARLEY

Troy asked me to use this space to introduce myself to all of the fine folks in the Department who I haven't had a chance to meet yet. As you know, I was appointed Deputy Executive Director on October 1, and since that time I've been trying to juggle my existing responsibilities at the Division of Administrative Hearings (DOAH) and my new ones at the Executive Director's Office (EDO). I am enjoying the new job, but at the same time I have to tell you how great the people at DOAH have been to work with. I would not have had the opportunity of this new position without all the hard work *they* have done over the past year trying to make me look good. They have been so thoroughly professional and supportive, and I will always appreciate it.

Working two management jobs has been very hectic and now that Mike Williams is on board at DOAH I am really looking forward to getting to know my family again. My wife Leslie and I have been married 18+ years, and have known each other since high school, although we didn't get "serious" until later in college. She paints, is active in our church, and as most people who know us will tell you, has the patience of a saint.

We have three kids, 17, 11, and 6½ (OK, so planning isn't one of my strong points). Our oldest is Will, who is named for a series of grandfathers going back to an ancestor who rode in the Tennessee cavalry in the War Between the States. He's also an accomplished bassist and pianist, and we're working on a father/son CD of jazz/pop tunes which we hope to have finished someday soon.

My other son is Peter, who is an avid soccer player and baseball fan, and who has recently taken up the clarinet. He's been pushing us to get a dog, but since my wife wants a terrier and I like herding breeds, we've been in search of a westie that knows how to play frisbie.

Last but by no means least is the apple of my eye, my daughter Virginia, named for my maternal grandmother with whom I was very close. "Ginjo," as her brothers call her, adores animals of all shapes and sizes (including bugs!) and loves being outdoors. Unfortunately, I haven't been able to get her interested in playing the drums.

As you can tell, music is one of my primary hobbies, when I have time. I have three of the Beatles' autographs (*not* the three you think), and play some guitar, bass, and drums, although none of them very well. I was in a garage band in college, and because I've never quite grown up, played in another one for a few years while I was at the AG's office. We called ourselves "Stonehenge," and although we weren't especially melodic, we *were* loud. And that's the important thing.

Professionally, I graduated from the University of Denver College of Law, and although I have spent most of my life in Colorado, I served as Director of Legal Policy for the New Mexico Attorney General's Office, where I handled prison litigation and at one point was invited by the Republic of China (Taiwan) to serve as a Visiting Public Prosecutor for the Ministry of Justice.

From 1991-1999 I served as Deputy Attorney General under Attorney General (now U.S. Interior Secretary) Gale Norton. While there I had responsibility for the legal representation of a dozen or so cabinet departments, including this one. So I've been fortunate to work with many of our customer agencies as well as a number of people here. I was involved in a number of significant legal or legislative issues during those years, but I suppose the most famous (or infamous) was as co-counsel on the "Amendment 2" case, which took me all the way to the U.S. Supreme Court. It was memorable, once-in-a-lifetime experience.

Following my time at the AG's Office, I spent some time at the Public Utilities Commission, where I supervised their administrative hearings and technical policy staff, and started an enormous project recodifying all of their rules and

See Farley, p. 6.



Farley, from p. 5.

regulations. I came to DOAH this past January, where I expected to spend several years heading one of the leading administrative hearing organizations in the country. But sometimes lightning strikes.

I hope this background gives me the kind of understanding of the “nuts and bolts” of state government that will enable me to serve all of you well. This department is at the center of so many critical activities of state government, and it is my hope and belief that we will be the leaders — the organization that shows the rest of state government how things are done. I look forward to working with every one of you.

Positive Changes for the Department

by Troy A. Eid

Four professionals recently joined the executive management team of our Department. Their appointments — both together and separately — will strengthen our Department’s top three priorities in the “3 Cs”: Customers, Credibility and Communications.

The new leaders, who report directly to Deputy Executive Director Paul Farley, are:

Jeff Woodhouse — Public Information Officer (PIO). Jeff Woodhouse brings to our Department an exceptional background in information technology; business and financial management; lobbying; and marketing/communications. As PIO, Jeff will serve as the Department’s Legislative Liaison — our lobbyist at the Colorado Statehouse — as well as the Editor-in-Chief of STATELINE, the newspaper for Colorado’s 46,000 State employees, and other Department publications and reports.

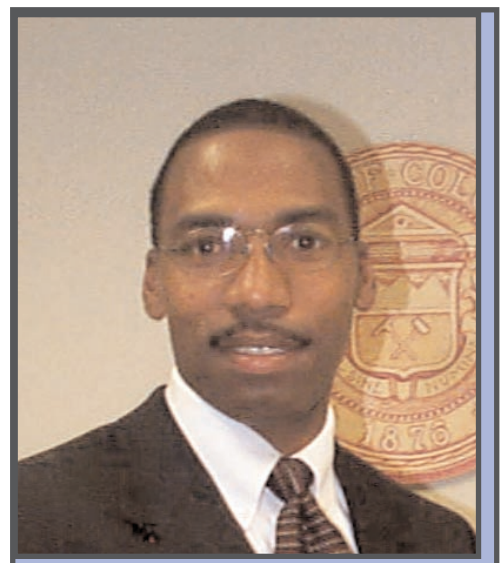
Jeff, who graduated from CU-Boulder and holds a Master’s in Business Administration (in Finance) from the University of Denver, most recently was Director of Marketing & Communications for ManagedStorage International in Broomfield. Before that, he was Director of Public Affairs for the South Metro Denver Chamber of Commerce, representing high-tech and other businesses in Colorado’s largest business center — the Denver Tech Center — as chief lobbyist at the State Capitol and with local and federal government officials as well. Jeff has also served as a Legislative Assistant and Director of Finance to then-U.S. Rep. (now U.S. Senator) Wayne Allard on business and technology issues. His awards include the Lyndon B. Johnson Congressional Award for 1991. Reporting to Jeff will be Julie Postlethwait (communications).



Leroy Williams — Chief Information Officer (CIO). Leroy Williams joins our Department after a distinguished career with Qwest and its predecessor, U S WEST. As the Department’s first-ever internal CIO, Leroy is working with Paul Farley to develop a stand-alone IT organization for the Department that will enable us to accelerate department-wide technology utilization and more effectively anticipate and meet customers’ requirements. This new organization will incorporate selected elements of the Department’s existing Colorado Government Technology Services Division while adding other new capabilities.

Leroy was most recently was the Managing Director — eProcurement/B2B/Supply Chain Systems for Qwest, where he directed the corporation’s supply-chain management and procurement program. He previously served as Director of E-Business for U S WEST/DEX, Inc.; Director

See Changes, p. 7.



Changes, from p. 6.

of Local Market Integration for U S WEST Communications; and Manager of Business Process Integration for US WEST. Leroy also served in the US Army in Germany as a telecommunications specialist and was a Senior Programmer/Analyst with Norwest (Well Fargo) in the Technical Services Division.

Leroy holds a Masters in Business Administration (General Management) from the University of Denver and graduated from Denver Technical College. Active in the Aurora Chamber of Commerce and the Board of Leadership Aurora, he served on the High Technology Council of the Colorado Association of Commerce and Industry. Leroy and Paul Farley will announce a new reporting structure for our internal IT organization in the near future.

Jennifer Okes — Chief Financial Officer (CFO). Jennifer Okes comes to us from the Governor's Office of State Planning & Budgeting, where she has most recently served as the Controller/Financial Manager to OSPB Chief Nancy McCallin. Jennifer will lead the Department's budgeting, accounting and contracting functions.

An 11-year veteran of State service, Jennifer previously was the Administrative Services Manager for the Department of Human Services Office of Information Technology Services, and before that served as Managing Legislative Auditor for the Colorado State Auditor's Office. Reporting to Jennifer are Rod Wolthoff (contract management), Anita Gordon (budget) and Todd Olson (accounting).

Michael S. Williams — Director of Division of Administrative Hearings. Many of you know Mike already for his many distinguished contributions to Colorado state government. He has practiced extensively before a variety of federal, state and administrative courts, including the Division of Administrative Hearings and the State Personnel Board. Mike is also a leader of uncommon ability and great personal and professional distinction.

Mike currently serves as Associate General Counsel for the Colorado State University System. Before that, he served under both Attorneys General Gale Norton and Ken Salazar, representing the Department of Public Safety, the Department of Corrections, and various institutions of higher education. Mike was also Director of the Peace Officer Standards and Training (POST) Board, which is responsible for regulating the training and certification of Colorado peace officers.

A Colorado native, Mike is a graduate of Thomas Jefferson High School, the University of California-Irvine, and the University of Denver College of Law.

I am also pleased to announce that seven employees of the Division of Workers' Compensation of the Colorado Department of Labor have officially co-located with the rest of our Division of Administrative Hearings at the Chancery Building.

Please join me in welcoming these five judges and three support staff:

- Tom DeMarino, Jamie Klein, Sue Purdie, Sharon Fitzgerald, and Ron Jaynes (judges).
- Margaret Marshall, Valerie Bellamy and Linda Nelson (administrative assistants).

These professionals are joining the three Administrative Law Judges from the State Personnel Board who joined us earlier in the summer: Robert Thompson, Mary McClatchey, and Kristin Rozansky.

See Changes p. 8.



Changes, from p. 7.

With Mike taking the reins at DOAH, the Division will continue in the best tradition of his predecessor, Paul Farley: Setting and surpassing the highest legal, professional and ethical standards for the benefit of Colorado's citizens.

Finally, I would like to call everyone's attention to a letter I received from Patrick Grant, President and CEO of the National Western Stock Show. As you will read in the letter printed below, Pat wanted to let me know what a great job Brad Mallon, our Department's State Training Coordinator in Human Resources, is doing. Congratulations, Brad!

November 1, 2001

Dear Troy,

I want to take a brief moment of your time and let you know that we just had a leadership seminar conducted on Thursday, October 24, 2001 by a member of your staff, Brad Mallon. It was an outstanding presentation, according to my staff and participants. The presentation was conducted for the National Western Stock Show Volunteer leadership program, addressing a group of individuals who oversee the some 400 volunteers who work during our show every January.

Mr. Mallon requested information concerning the background of the Volunteer group, including the strengths and weaknesses of the program prior to his presentation. His interest in the group and wanting to be educated about to whom he would be speaking benefited the group, because his appearance and his communication skills were at a comfortable level for his audience. Most importantly, he kept their attention level for the full 2 hours. His forethought before the presentation provided a program that felt "personalized" for our group and made his agenda well arranged and thought out.

It is our goal to provide both the National Western staff and the volunteers who so graciously give of their time with leadership programs that prove beneficial for both the individuals and the Stock Show. It was a pleasure to hear that those attending considered this as one of the top programs we have had presented.

Sincerely,

Patrick A. Grant,
President and CEO
National Western Stock Show
Rodeo & Horse Show

The DOP & GSS Will Again Offer the RTD ECO Pass Program

Troy Eid, Executive Director, approved a plan to implement the ECO Pass Program for the 2002 calendar year. The cost of the program to be absorbed by a combination of Departmental funds and employee participation fees. Employee participation fees increased slightly from the previous year. Participating Lakewood employees will pay \$3.00 while participating Denver employees will pay \$25.00. The RTD ECO Pass is an excellent program which helps promote the State's mission of mitigating traffic congestion and creating clean air solutions. Approximately 200 of the 470 or 42% of eligible employees* are expected to participate. The more participation received the better, as this would help decrease the net cost to the Department and employees. If you are interested in participating in the ECO Pass Program, please contact your payroll officer. ECO Pass decals will be made available mid-December.

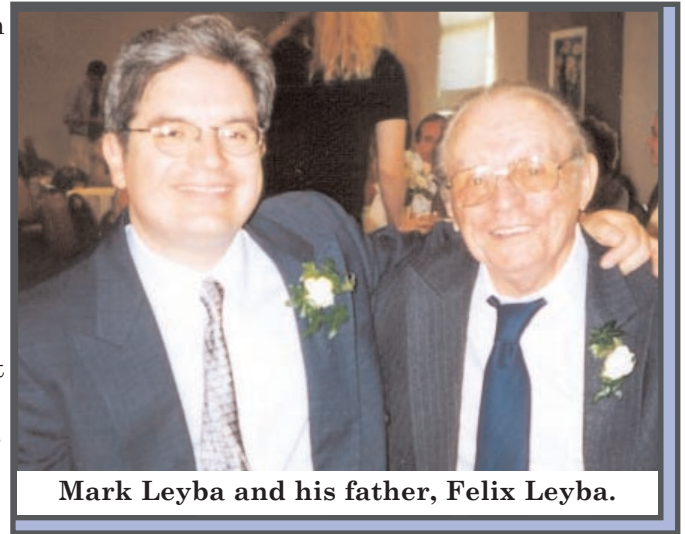
*All permanent full-time and permanent part-time employees of the Department of Personnel & General Support Services are eligible to participate in the Clean Air Transit Benefit (ECO Pass) Program. In order to receive this benefit, employees must participate in the plan, reside and/or work within, a geographic area served by a mass transit provider that offers a clean air transit fare program. The benefit shall be offered on an equal basis to all eligible employees within the same geographic area. A cash equivalent of the plan will **not** be paid to employees under any circumstances. The Department currently has two geographical locations for which we offer the plan, Lakewood and Denver.

The Leader as Servant

By Mark Leyba

The leader as servant – not a new idea, not an original concept, but one that is sorely needed in state government today. Servant leadership is the missing ingredient in effective performance management; it is the foundation upon which we should build not only our organizations, but our personal lives as well. Servant leaders have the capacity of changing the workplace culture, and of actually transforming the people with whom they work.

To begin with, what exactly is servant leadership? I think the best way to define it is by example. The people I admire most whom I would consider to be examples of servant leadership: Martin Luther King, Jr., Caesar Chavez, Mother Theresa, Felix Leyba...Felix who? My father, Felix Leyba. So why would I include my father in this list with such great people? He obviously didn't have their influence. He didn't change the world, march on Washington, or feed the hungry, but he was still a servant leader none-the-less. Why? Because day in and day out, he put the needs of others ahead of his own, whether it was his employees, his friends, or his family.



Mark Leyba and his father, Felix Leyba.

My father didn't work in a high profile industry. He was a house painter. He owned his own contracting business for a number of years, but he never made a lot of money. What he did do, and still continues to do, is to touch others by his generosity and kindness; two traits that I believe truly exemplify servant leadership.

By its very nature, servant leadership is not about how important the job is, or about how many people will acknowledge you, or about how much status or fame is involved. Servant leadership is more about serving than it is about leading. It's about listening more and speaking less. It's about being transparent and open with the people you serve. It's walking with them, being aware of their needs, wants and desires. And most of all, it's not about politics. The servant leader will do the right thing regardless of the political ramifications.

Over the years, many people had the opportunity to work with my father. I was one of those lucky people. A lot of what I now teach on leadership development has its roots in what I learned from this simple man and his simple ways. Mind you, my father was not an educated person. He dropped out of high school to work in the Civilian Conservation Corps, then enlisted in the Navy and served valiantly in the Pacific during World War II. I've worked for a lot of highly educated people in my career (many of whom were definitely educated beyond their intelligence!), but very few of them understood people the way my father does. Servant leadership is not about degrees, or affiliations, or who you know. It's about understanding and actively meeting the needs of your employees, so they in turn can meet the needs of your customers.

My father used to say, "All a supervisor is, is a glorified apprentice." What do apprentices do? They do the "dirty" work, run the errands, get the supplies, etc. What should supervisors be doing? The "dirty" work at a higher level; clearing the path for their employees, acting as a "political filter" so people can concentrate on the work at hand, making sure employees have the resources they need.

So how do you become a servant leader? First and foremost, you must honestly care for the people you lead. Caring means actually coming in contact with them once in awhile. How many managers and directors never get out of their offices to communicate with the front line workers? Far too many, particularly in State government. To put it bluntly, if you aren't willing to sacrifice your time and energy to do this, you need to find another line of work. You will do far greater damage by sitting in your ivory tower doing "nothing" than by any other mistake or action you could make.

Actually, half the battle is won by just being aware of the importance of servant leadership. That awareness, coupled with your desire to learn and to serve, will naturally draw you to those traits and attributes that exemplify the servant leader. Just be humble, and recognize the truth in the saying, "let he who is greatest among you be the servant of all."

September Employee of the Month

Ernie Slatton

Ernie Slatton is an employee of Central Services and works in the Imaging Microfiche Unit (IMU). Ernie's recent involvement and enthusiasm propelled him to volunteer in the setup of the Integrated Document Factory's new website. To be better prepared for this assignment, Ernie enrolled himself in a 3-day course of HTML web language and a two-day course of Dream Weaver web software. He is now prepared to accept the suggestions from the Strategic Plan Committee for Web Design.

If that wasn't enough, two days after the terrorist attack. IMU's staff noticed strange files showing up in many of their computer folders. Ernie immediately recognized that these files were a virus and quickly disconnected all the switch connections coming in and going out of IMU's domain and object server. He and Chris Wood spent the next two days and the weekend cleaning the virus out of 30 PC's and 3 servers managing 800 Gigabytes. His decisive action minimized the spread to other PC's in the state.

The following are other nominations for September Employee of the Month: the Service Center Team, which includes the following individuals: Sean Shea, Linda Barela, Celestine Bryant, Geraldine Trammell, Isabel Nuanez, Ann Martin, Mary Martinez, Tom Schmidt, Larry Hyer, Braneth Sinaka and Tom Mulhearn – CGTS, Gena Trujillo – HRS, Tara Drummond – DFP, Yvonne Rico - DAH.



October Employee of the Month

Michael Wallace

On behalf of the Employee Council and other state employees, Michael Wallace spent considerable personal time completing the fund raising effort for the September 11th tragedy. He pulled together and advertised the fund raising effort, worked out some very difficult issues in order to get the money into the hands of people supporting a relief effort, and personally traveled to New York to distribute the funds. CFMA ultimately also gave him their funds as well.

Through his coordinating efforts with the New York State Procurement Office Michael was able to provide guidance on how to make donations. He worked with Sears to develop an approach to deposit money locally for relief efforts in New York. In addition to raising funds for the relief effort, Michael was working New York emergency requests for information about availability of masks, filters, and other items in short supply for the rescue and recovery effort.

Michael was sensitive to the desires of the contributors who wanted the contributions not to fall victim to "administrative fees" by large fund raising organizations/efforts. When the Sears solution became too daunting, Michael expressed a willingness to travel at his own expense to New York City to see where the donations could most effectively be used. He was able to get a ticket from Frontier and flew to New York City. Through Michael's contacts with local police departments (Michael is a reserve police officer), he was able to arrange escort assistance from NYPD. Michael was able to contact two local businesses that were supporting the relief efforts, and handled the donations. He also took pictures and arranged to have them posted on the DOP/GSS email public folders.

The following people were also nominated for October Employee of the Month: Incoming Mail Unit (Richard ... and Chrystal) – CS, Yvonne Rico – DAH, Joi Simpson – HRS.



The Employee Council Halloween Celebration

Our Employee Council hosted potlucks at a number of locations on Halloween. Aside from plenty of good food, employees participated in a costume contest. At the downtown location a chili cook-off was also held. The following is a list of the winners at the various sites.

Pueblo's Winners

1st Place – JoAnn Gonzales
2nd Place – Kim Thielemier
3rd Place – Theresa Roybal
Group – PDEC

North Campus Winners

Scariest – Marcella Paul
Funniest – Brad Piede
Most Original – Rene Ahl

690 Kipling Winners

Funniest – Carol Walker
Scariest – Mike Shaw
Most Original – Dana Campbell
Group – Operations

1325 Sherman Winners

Costumes

Most Detailed – Dennis Thompson
Funniest – Iris Goodrich
Most Original – Lance Christensen
Group – Elena Cline and Family
Chili Cook – Off Winners
Best Red – Katrina Baker
Best Green – Judi Karg
Hottest – Lucy Arellano
Best Overall – Katrina Baker



Top to Bottom: Lance Christensen arrived dressed in a vintage baseball uniform from the Central City Stars.

JoAnn Gonzales took first place for her Raggedy Ann costume.

Dana Campbell was feeling mischievous in her Joker costume.

The North Campus Crew takes advantage of the opportunity to get together and share scary stories.



Kudos Corner

ku-dos (kú-dos), n. [Gr. *kydos*, glory, fame], [Colloq.], credit for an achievement; glory; fame; prestige.

Betty Crist of HRS quite pleased with the job done by **Darren Eurich** of the Design Center. “The layout and cover graphic are just what I had in mind and I appreciate his assistance in timeliness.”

Lenora Lancaster of the Central Services Travel Program is founder and director of the Lakewood Horse Patrol. Last month she lead a VIP patrol that included the Mayor of Lakewood and State Senator Deanna Hanna.

The **Print Shop** received praise from Pat Trahey of Colorado Outdoors Magazine (DNR) for printing and delivering a Bear Country brochure on a tight deadline. “The print shop’s efforts are appreciated in helping the Division reduce human/bear conflicts.”

Maria Sandoval of Central Services Administration Office has yet again proven what an asset she is to our Department. Maria was able to serve as a translator for Greg Kirchhof of Central Collections and help a confused debtor get the answers she needed to resolve the situation. It is through Maria’s efforts that one more Colorado Citizen knows we care about our customer’s needs.

Victoria Trujillo of Central Collections really appreciated **Sylvia Santistevan’s** help when she was trying to schedule a conference room for a meeting. Sylvia helped Victoria located an open conference room on a short deadline. This is just one example of the many times Sylvia has gone out of her way to help out when needed.

Bob Seiler and the rest of the Copy Center crew made Karlin Allen’s (Department of Education) day by getting a copy job done ahead of schedule, producing a high quality product and delivering it to her office.

Personnel Changes

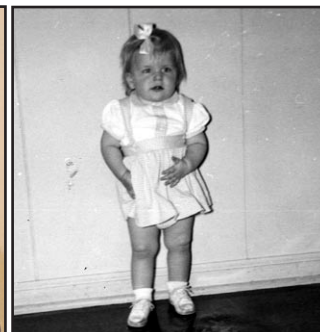
New Employees:

Crystal Aragon to a Admin Asst. I
Nancy Connick to a Admin. Law Judge I
Margaret Delany to an IT Professional VI
Mark Gelband to a GP IV
Theresa Griego to an Admin. Asst. I
John Sandoval to an Admin. Asst. I
Kris Schley to a Production I
Dale Schwartz to a Custodian I
Freddie Trujillo to a Custodian I

Promotions

Penny Adkins to an IT Professional I
Vicki Bottenberg to a Cust Support Coord. II
Karlone Clark to a Accountant III
Cynthia Corwin to a GP V
Zane Deiter to an IT Prof I
Twila Jesmer Transfer from Mental Health to a GP II
Corinne Linderud to an IT Prof II
Samuel Marquez to Accountant I
Michelle Padilla to Program Asst. II
Aphayvan Prakhine to an IT Prof I
Karen Schaefer to a GP IV
Sue Schiffmacher to a Cust. Support Coord. II
Curtis Stierwalt to an IT Prof I

Who is this darling baby girl? Guess who is featured in this month's baby picture and win a prize. You may either e-mail your guess to gss.publications@state.co.us or phone it in to **303-866-6095**. If there is more than one correct answer the first one received will be the winner. So put on your detective hat, pull out your magnifying glass and try to determine who is the sweet little girl with the satisfied smile.



Last month we featured Dianne Ferris, of the EDO. Here here is a picture of her today, see the resemblance?

Last month's winner was Michael Moore. He won the Halloween candy dish pictured here.

If you would like to be featured in next month's baby picture contest or know a likely candidate, please send an email to julie.postlethwait@state.co.us or contact her at **303-866-6095**.



Key to DOP/GSS abbreviations Divisions

Colorado Government Technology Services	
CGTS	
Division of Administrative Hearings	DAH
Division of Central Services	DCS
Division of Finance and Procurement	DFP
Division of Human Resource Services	HRS
Executive Director's Office	EDO

Agencies

State Claims Board	SCB
State Personnel Board	SPB